# E-One clinic

User Manual

# TABLE OF CONTENTS


E-One PACKAGE CONTENTS 4
PRECAUTIONS FOR USE 8
GLOSSARY 12
INFORMATION PROVIDED BY E-One TOUCH SCREEN 14

HAIR REMOVAL WITH THE E-One 18

CHANGING THE OPTIC CARTRIDGE 32
RETURNING USED OPTIC CARTRIDGES 38
SOFTWARE OPTIONS 40

PROHIBITED HANDLINGS 44
USING THE ACCESSORIES 46
MAINTENANCE 48
MARKINGS 50
ERROR MESSAGES 52
STANDARDS 53
SHOWROOM 54
WARRANTY CONDITIONS 55


Dear client,

You have just purchased an E-One and I thank you for your custom.

Habits change and E-One is evidence of this. You can now safely have access to a hair removal technology that uses professional quality pulsed light in the comfort of your home.

I have personally ensured that the utmost attention be paid to the implementation of each E-One; you will see, that E-One is an exceptional product.

I hope that you will be completely satisfied with your E-One and that you will share your experience on our company's official website at www.e-swin.com

Yours Sincerely,

Yves Vincent Brottier
Creator of E-One

# E-One PACKAGE CONTENTS

1 Base E-One and applicator.
See details on pages 12-13

1 clean - Optical Spray
See details on page 43

1 optic with filter included - consumable cartridge and its optical filter (included in the applicator of your E-One)

1 stop
Guide plate
See details on page 42

1 patches
self-adhesive patches
See details of page 43

1 pen - pencil of work and sharpener
See details on page 42

1 gel - working gel
See details on page 42

1 mask - Safety Glasses
See details on page 42

1 Hair removal follow-up

1 User manual

REMINDER : Only E-Swin is authorised to sell E-One and its accessories: optic, stop, clean, patches, pen, gel, mask, fun, etc. on its own website www.e-swin.com.

**CAUTION:**
**YOU MUST KEEP ALL THE ELEMENTS OF THE ORIGINAL PACKAGING (BOXES, PACKAGING ETC.).**

The manufacturer's 2 year warranty will cover parts and labour only if the device is returned with all its elements in its original packaging.

You must therefore carefully maintain the entire original packaging in which your E-One was delivered to you.

WARNING
Using the E-One is exclusively restricted to use at home and must not be used for professional purposes.

All manufacturer's warranty will be voided if the device is used for professional purposes or if the optic cartridges are used at an abnormally high rate. An E-One device that has lost its warranty will not be able to recover it afterwards.

E-One

# USAGE PRE CAUTIONS

## FOR YOUR SECURITY

Before using your E-One please read the following information carefully:

- Voltage: 100 -240 V
- Nominal frequency: 50-60 Hz
- Maximum power consumption: 240 VA
- Make sure that the voltage corresponds to that of your installation. Any improper connection may cause permanent damage not covered by warranty.
- Make sure that the power outlet to which you are connecting your E-One is undamaged, in perfect working condition and that it does not interfere with the proper use of your E-One (the power outlet must be easily accessible)
- This device is intended for personal use at home only and not for professional purposes.
- Do not unplug by pulling the cable of the E-One.
- Never use E-One with wet hands.
- **E-One must never be used in the shower, bath or in any place where water can splash the device (applicator or base).**
- Never immerse the base of E-One, its applicator or the optic cartridge in water.
- Never use E-One if damaged, never use in case of a functional anomaly appearing on the touch screen, or following a fall (non-visible damage can be detrimental to your safety).
- This device can be repaired only with special tools. For any problems after delivery, please contact us on our website www.e-swin.com through your personal page.
- optic cartridges and, more generally all accessories, must be ordered only via our website www.e-swin.com, in the “Customer” section, “New Order of accessories”. We disclaim any responsibility for the use of consumable cartridges and accessories from another manufacturer.
- **When using the device, make sure to place it on a flat surface, in a place where the potential of a fall can be avoided.**
- **E-Swin SAS disclaims any responsibility for any damage resulting from improper use of the device or use other than described in this manual.**
- **One pair of safety glasses (mask) is provided with the device: these glasses must be worn at all times when using the device. If other people are around you when using the E-One, they should also wear the glasses mask.**
- **When the E-One is being used, it must not come into contact with hair, the periocular region delimited by the safety glasses mask (for example: eyebrows and eyelashes must never be flashed with E-One), clothes or any other object, so as to prevent all risk of injury, blockage or impairment.**
- The applicator tip must not touch the mask at the time of the flash.
- **Never use near an aerosol, a heat source, or any other electronic devices.**
- **Do not stack on top of other electrical devices.**
- Your E-One is provided with a power cord (2 meters long) and an applicator cable (2 meters long). Do not use any extension cables or any cable other than those provided by E-Swin SAS, as this could render the equipment non-compliant from an electromagnetic point of view.
- The wireless communication equipment must be kept away (about 3 meters) because they may interfere with the proper functioning of the device.
- The device must be installed in an environment unpolluted by electromagnetic disturbance (computer, electrical appliances...).



**Only people who can read and understand this user manual are authorised to use the E-One.**

**Only people who meet the criteria for use as described in this manual are able to use the E-One on their body.**

# USAGE PRE CAUTIONS

## DO NOT USE E>One

- If you are pregnant or have diabetes.
- To treat white, grey or red hair. Specifically, certain people are born as red phototype I (red hair type). As adults these people may experience a reduction of this essentially orange colour. However, the melanin structure of this hair retains characteristics that render light technologies ineffective for hair removal.
- On very dark skin or black skin (please refer to our website www.e-swin.com, “Clinic” section).
- On an injured, burned, or infected skin.
- **On skin that has been sunburnt and whose recovery time is less than one month.**
- On skin lesions of unusual aspect, you must first have a medical consultation with your doctor.
- On high-risk areas (blemishes, birthmarks, warts, unhealed wounds…).
- On moles: if they are located on the zone to be treated, they must first be protected, specifically by covering them with the self-adhesive patches provided with your E>One.
- On tattooed areas: permanent makeup (e.g. lip tattoos) or cosmetic tattoos, whatever their colour. If this is the case, use the delimitation plate stop that came with your E>One.
- If you have a skin condition (eczema, inflammation, acne…).

## KEEP OUT OF REACH OF CHILDREN

- Any use of E>One by an under aged person must be performed under the supervision of an adult.
- Always store away the E>One after each use, out of reach of children. Unplug the power cord in its original bag, and wind back the applicator cable around the applicator support cables provided for this purpose.
- If you are taking medication that can lead to photosensitivity (please ask your doctor before use)
- If there is a history of skin diseases, you will need to obtain medical advice before using the E>One.
- Do not use on animals.

**Cautions regarding UV**

Artificial UV in a beauty parlour: you should take care about when using E-One and also using artificial UV radiation.
Regarding high pressure UV dispensed by high powered machines, it is advisable to wait a few days before or after such a session before starting treatment with E>One.
Natural UV: when exposed to sunlight after a treatment session with the E>One, it is imperative to use a sunscreen of very high protection on the treated areas for 2 weeks following the session.

**Self-tanning products:**

Do not use E>One if you have applied a self-tanning product on the area to be treated; wait until the effects of the self-tanning product have disappeared completely before using E>One.

You must only use the pencil of work pen, the gel gel, the self-adhesive patches patches, the guide plate stop and the safety glasses mask provided with your E>One. **The use of any other products may cause skin burns.**

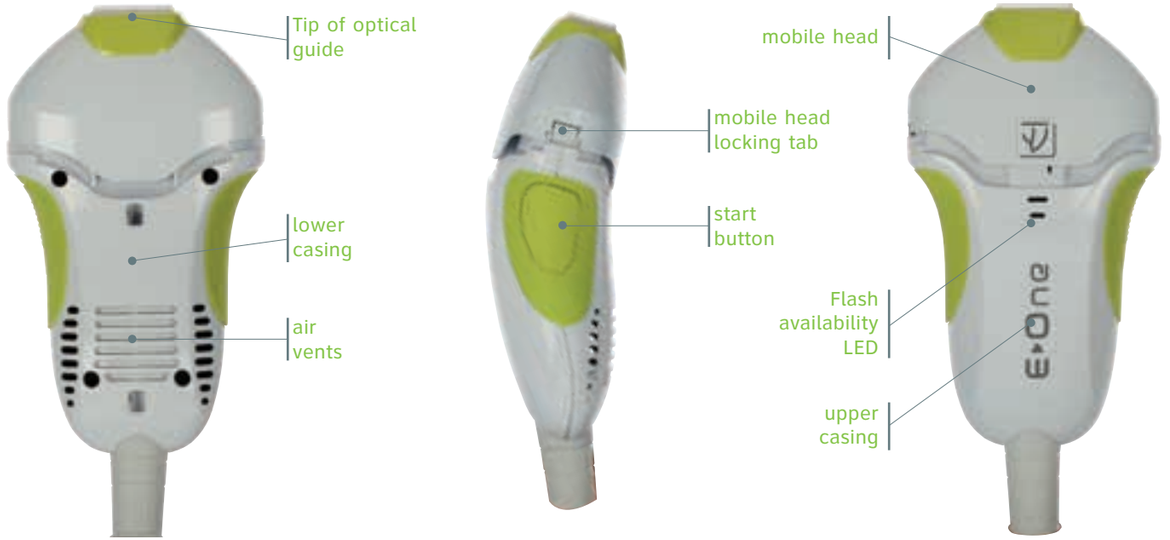
NEED HELP?
To contact our sales department or technical support, please visit your personal customer space on www.e-swin.com*, and click on “Contact us and After Sales”.

PEOPLE SUFFERING FROM HIRSUTISM
E>One has been certified for its use in case of hirsutism (hormonal or idiopathic).

# GLOS SARY

## THE BASE

## THE APPLICATOR



# INFORMATION PROVIDED BY E-One TOUCH SCREEN

## THE BASE OF THE E-One IS EQUIPPED WITH A TOUCH SCREEN

*For E-One clinic Access version, the screen is monochrome (without any color)*

### On / off of the device

1 On / off switch.

### Areas of safety icons

2 Take care not to splash the device with water, use near water or immerse in water. Projection of water on any part of the device is strictly prohibited.

3 E-One must not be used in certain physiological or medicated contexts (pregnant women, photosensitive drugs...)

4 Reading this instruction manual before using E-One is mandatory.

5 Wearing the safety glasses (mask) is mandatory.

### How to programme a hair removal session

6 Silhouette of man / woman. This area allows you to choose between “woman” and “man.”

7 Thickness of the hair. This area allows you to select the thickness of the hair, from the **thinnest (bottom) to the thickest (top).**

8 Skin colour.
This area allows you to select the colour of the skin, from **the lightest (bottom)** to **the darkest (top).**

9 Level of intensity.
The gauge represents the 6 levels of intensity of the issued flash. The arrows adjacent to this gauge enable you to increase or decrease the level of intensity.

10 Pause. This icon is displayed on the touch screen throughout the duration of the hair removal session. Pressing on it allows you to put the device in pause mode.

11 Play. Enables you to cancel the pause mode and to resume the hair removal session.

### Browsing area

12 These buttons enables you to move from one character to another (22), and to increase or decrease the digits of each character.

13 Go back to the previous menu. This icon enables you to modify any selection made previously. It is available only when icons 16 and 20 have been selected.

14 Validation of input data (22).

### Information in real time

15 Volume activation / deactivation.

16 Lock / unlock. This icon enables you to secure your E-One with a PIN code.

17 Warning. A number is displayed on the touch screen when this icon is active; it corresponds to an error message (see page 52.)

18 Detection of the activation card (**this icon is only visible in case of E-One clinic RC and RC multi**).

19 Temperature of the applicator. This icon is not active during normal functioning of the device. If it blinks, please refer to the corresponding error message (page 52).

20 Cartridge tube. When it blinks, it means that you can issue a flash. Clicking on this icon enables you to enter the 2 successive activation codes of a new cartridge (**this does not concern the E-One clinic RC and RC multi**).

21 Numbers 1 and 2 correspond to the 2 successive activations codes that need to be entered when changing the optic cartridge (**this does not concern the E-One clinic RC and RC multi**).

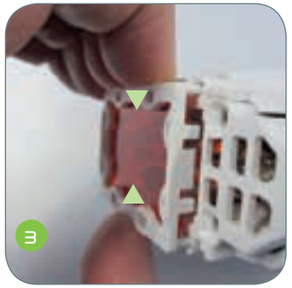
22 All these characters enables you to enter the cartridge activation codes, the secure PIN code of E-One, and also to display the remaining number of flashes at any moment.

## BEFORE EACH USE

### VERIFICATION

- Check the power cord (must not be pinched or crushed, wire must not be bare).
- Check the cable connecting the base to the applicator (no visible impairment).
- Check the external optical parts of E-One.
  > Check that the glass tip of the applicator (optical guide) is intact, and if this is not the case (if the optical guide is cracked or chipped), changing the whole mobile head is essential. Ordering this part is possible at www.e-swin.com * (go to “Customer Centre “, “New Order of accessories” then “mobile head applicator”).
- Verification and maintenance of the internal optical parts
  - In all cases, the device must be unplugged before you start disassembling the mobile head.
  - Before each use, and before plugging-in the E-One, you must check the integrity of the internal optical parts: tube, filter (flat red piece of glass), and optical guide. The filter must be cleaned systematically before each hair removal session with the E-One. It must be clean and free of dust.

  To proceed to the verification code:
  > Press simultaneously on the 2 locking tabs of the mobile head, and remove it (1)
  > Delicately place the mobile head on a flat surface.

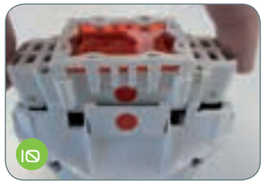


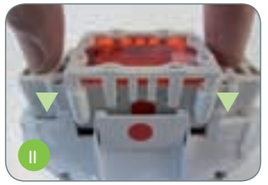

- Removing the optic cartridge with filter (video available on your personal customer page)
  > Once the mobile head is removed, the optic cartridge with filter is then visible in the applicator (2).
  > Remove the cartridge from the applicator: press firmly on the filter support (3) and pull (4). The optic cartridge with filter now presents itself to you (5); it is imperative to hold it only by the plastic parts.

- Cleaning of the internal optical parts
  > Once the filter cartridge is removed, the transparent optical glass is also accessible (6).
  > Using the spray clean : spray it on a lint-free cloth beforehand (7).

  **Note:** Never spray directly on the optical parts.
  > Afterwards clean only the accessible side of the filter with this cloth (8). Repeat the same procedure for the accessible part of optical glass (9).

  **Note:** The filter must never be separated from its optic cartridge.
  > When cleaning is complete, take the optic cartridge and align it with the applicator with the help of the red dots (10). Push it into the slide way of the applicator by pressing on it (11), so as to ensure that it is properly in position (12).
  > Re-attach the mobile part of the applicator by pressing simultaneously on the locking tabs of the mobile head (13), making sure to align the internal red dot of the head with the red dot of the applicator.



Once you have completed your treatment, you must wait for the fan to come to a complete stop (it may take more than 10 minutes), before switching it off and unplugging it. This procedure enables the internal optical parts to cool down. **The other fans, located in the base of E-One, will only stop once the device is unplugged.**

Note: For better efficiency of the E-One, t is recommended to clean the filter before each use with the spray clean provided when you purchased the E-One . Any damaged filter due to non-compliance with the procedure for use is not covered by the manufacturers warranty.

## STEP 1

### CHOOSING THE BEST TIME TO USE THE E-One

**If your previous hair removal method was:**

- Razor:
You can use the E-One immediately.

- Depilatory creams:
You should only use the E-One 1 week after your last depilatory cream treatment.

- Waxing, electric epilator, tweezers:
You should only use the E-One 3 weeks after your last depilation treatment.

- Laser technology, flash lamp or other method:
You should only use E-One after hair re-growth has started.

## STEP 2

### PREPARE YOUR SKIN

- Your skin should be clean, dry and free of any cosmetic product.

- Do not apply any cream, moisturiser, oil or any other substance on your skin.

- Shave the area to be flashed on the same day of the session with E-One.

**It is imperative that the areas of the skin to be flashed are completely free of all hair by shaving (and not by waxing, depilation cream, electric epilator or by any other hair removal procedure). Shaving must be done preferably on damp skin in order to reduce the aggressive effect of the razor.**

- Rinse your skin with water. After shaving, the skin should be thoroughly rinsed to remove all the hairs that have been cut.

## STEP 3

### STARTING AND SETTING UP YOUR E-One

*Reminders:*
*The definitions of the icons are indicated on pages 14 and 15.*
*Your E-One is already equipped with an optic cartridge. Therefore you do not need to enter any activation code to run your device.*

- **Connect the E-One to its power cord.**

E-One issues 3 beep sounds; the screen is black (screen a).
Just press **anywhere on the screen** to enable all icons to appear (screen b). These icons are explained on pages 14 and 15. The menus are displayed temporarily. Only the safety icons keep blinking.

- **Unlock the safety features** (screen c).

It is mandatory to validate each safety feature by pressing one by one on each safety icon (the order of validation does not matter).

Once all the safety icons are validated, all the other settings icons for the flash will be available.

**If an icon has not been validated, it will continue to blink. You will not be able to set up or use your E-One so long as all the safety features have not been confirmed and pressed.**

• **Setting up your hair removal session**

*Simply give some information to each blinking icon to set up your hair removal session. You do not need to press on the validation icon to select each one of them (14). All the settings must have been pressed to be able to use E-One. If one of them has not been selected, the icon will continue to blink.*

### - IDENTIFY YOUR SILHOUETTE (screen ↄ)

Select man / woman silhouette by clicking alternately on the frame (6). The selected silhouette stays on the screen: the other silhouette disappears.

### - IDENTIFY THE THICKNESS OF THE HAIRS TO BE REMOVED (screen ∈)

Choose the thickness of the hair (7), among the 4 thicknesses of hair proposed, **from the thinnest (bottom)** to **the thickest (top)**

### - IDENTIFY THE COLOUR OF THE SKIN (screen ⊏)

Choose the colour of the skin (8), from the lightest (**bottom**) to the darkest (**top**).

**Very dark skin and black skin are not represented here because they are not compatible with the E-One.**

### - ADJUST THE DESIRED INTENSITY LEVEL: (screen 6)

The arrows located next to the intensity level icon (9), enable you to increase or to decrease the intensity of the issued flash.

Click on one of the two blue arrows, until it gradually reaches the desired intensity level.

When the last setting has been validated, the pause icon (18) located in the browsing area becomes visible.

The icon representing the lamp (20) blinks; the device is ready to flash.

At any time, you can change any of these settings; you just need click on the corresponding icon and modify the settings.

**NOTE:** By default, the proposed intensity level is adjusted to the minimum. This level enables most users to obtain good quality results, with optimum safety in 100% of cases. Increasing the intensity level of the E-One will have the following consequences:

- an increase in the results obtained
- a reduction of the number of sessions needed to obtain lasting result
- an increased sensation on the skin when the flash is issued
- an increased risk of rashes and even burns on highly pigmented skin (olive) after a session.

**IN PRACTICE** Always start with a test using the basic setting (the default adjustment proposed by E-One) then gradually move the intensity up 1 notch until you reach the desired intensity. Issue a flash, then wait 5 minutes after this flash to appreciate the skin reaction. In the absence of skin reaction, you can continue to flash the entire desired area or move the intensity up again by 1 notch and observe the reaction once again (and so on).

**Important: The darker the skin (whether by photo type or tanning ), the more important it is to stay close to the minimum default power setting.**

## CASE STUDIES

"I'm a man, I have white skin, I wish to remove the hair from my armpits."

My selections will be as follows:
. man
. fair skin (1st colour)
. the thickest hair (4th thickness)
. intensity level gauge (level 1)

*If flashing is on the beard, the feeling can be significant. We recommend that you place the gel in the fridge for 3 hours before flashing this area.*

"I am a woman, I have dark skin, I wish to remove the hair on my arms"

My selections will be as follows:
. woman
. the darkest skin (5th colour)
. hair (2nd thickness)
. intensity level gauge (level 1)

## SPECIAL CASE OF THE E-One clinic RC and RC multi DEVICE

These devices operate with an activation card, credited with 3000 flashes.
This card is specific to the optic cartridge with which it has been ordered.

- Use the activation card of your optic cartridge.
- Insert the card on the upper support clip located in the base of the applicator.
- Leave the card in this slot throughout the entire hair removal session.
- At the end of the session, remove the activation card, take care not to damage it, and store it in its case.
- Follow the procedure to switch off the device.

## STEP 4

### MARK OUT THE AREA TO BE FLASHED

• Mark out the area to be flashed with the help of the pen, by tracing parallel white lines on the large areas.

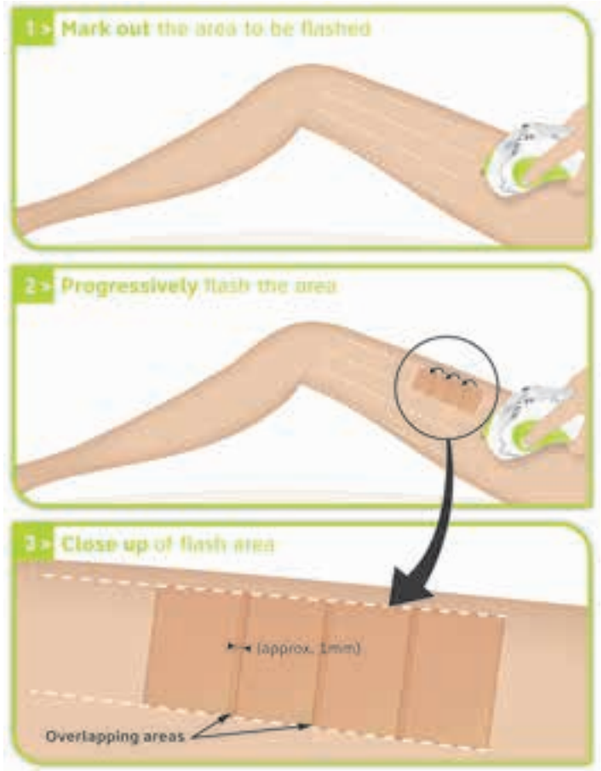
• If necessary, use the guide plate stop to cover a rather large area that should not be flashed (tattoos...)

• Cover small areas that should not be flashed (moles...) with the patches.

• After applying a thick layer of gel over the entire area to be flashed, move the applicator along the marked out area (refer to the next page to know how to issue a flash).

• The applicator's positioning leaves a 'foot print' on the skin, which enables you to see the area that has just been treated. Thus, from one flash to another, it is very easy to distinguish between an area that has already been flashed and another area that has not yet been. An overlap of about 1 mm is possible.

• Apply a thick layer of gel over the entire area to be flashed. It must, **under no circumstance,** enter inside the mobile head.




### PRECAUTIONS TO BE TAKEN DURING THE SESSION

• You must wear your safety glasses mask at all times. If other people are around you while you are using E-One, they should also wear the safety glasses mask **Important: Do not flash the periocular area (located under the safety glasses mask protecting your eyes, eyebrows, eyelashes...)**

• If you are planning to flash a large area, do not apply the gel over the entire area from the beginning: as it will dry out and lose its effectiveness in terms of optical transmission. Therefore apply the gel as you progress onto the area concerned. Once the gel has been used on the skin and has been flashed, it should under no circumstance, be collected and reused on another area: flashing the gel is likely to cause a change in its optical characteristics.

TIP!

• To easily remove the applicator from its base, you must grasp it next to the large white cable. The applicator is then easily unhooked.

**Reminder:** The pencil of work pen, the gel Gel, self-adhesive patches patches, the guide plate stop, the safety glasses mask to be used must be those supplied with your E-One. **The use of any other product may cause skin burns and void the warranty of your device.**

## ISSUING A FLASH

- To be able to flash, the glass tip of the applicator (optical guide) must be applied onto the skin. Then pressure should be exerted so as to “push down” the head of the applicator, creating a pressure on the skin.

- The flash can then be triggered, by pressing the button located on the side of the applicator.

- The pressure must be released and the applicator must be moved away from the skin.

- The applicator is then moved onto the next area just beside the one that has just been flashed. It can only be triggered again after the indicator light has turned green (if the applicator is triggered again
before the indicator light has turned green, you will not be able to issue the flash).

- Make sure that you stretch the skin where it is the thinnest, so that the glass tip (optical guide) of the applicator is in contact with the skin and that you have properly removed all hairs from the area to be flashed.

**Note :** For each flash, the treated area corresponds to the range covered by the tip of the optical guide, i.e. 3 x 2 = 6 cm². The glass surface (optical guide) at the tip of the applicator must be placed well flat on the skin.

## STEP 5

### ENDING THE SESSION

• Press key I.

• Once the fan located inside the applicator is off (after 10 minutes or so), the power cord can be unplugged. **The other fans, located inside the base of the E-One will only stop once the device is unplugged.**

• Clean the glass tip of the applicator (optical guide) with a damp cloth.

• Finish cleaning the optical guide with the spray clean (images 20 and 21).

**Once you have completed your treatment with the E-One clinic, you must wait for the fans located inside the applicator to turn off completely. This enables, among other things, the optical parts to cool down properly. The fans located in the base, for their part, only stop when the device is unplugged.**

• Store your E-One.

**Notes:**

After the hair removal session, small red spots may appear: this is a normal reaction and will disappear quickly.

In case of sensitive skin, and after a hair removal session with the E-One do not use any hair removing cream, for a whole week, on the areas that have been flashed.

**Once the hair removal programme has started, the device charges itself: vertical bars scroll at the bottom of the touch screen, from right to left (where icon 22 is located). It also charges after each flash and precedes the display of the number of remaining flashes on the optic cartridge.**
If the device is idle for 15 minutes, it will automatically go into “pause” mode.

**Note : if the device remains idle for 10 minutes or so, it will automatically activate the energy saving mode. The fans located inside the applicator will stop running, unlike those located inside the base: these will only stop once the device has been unplugged. For the fans to be reactivated, you simply need to issue a flash.**

# CHANGING THE optic CARTRIDGE

This step must be performed with utmost caution. Any improper handling can result in permanent damage to the applicator and to the E>One in a more general way. The warranty does not cover improper handling. We therefore recommend you to be very attentive to the procedure to follow.
**Apart from the classic procedure, only our technical department is authorised to ask you to change the optic cartridge (refer to page 40 of this instruction manual).**

## STEP 1

The cartridge must be changed when the number of flashes displayed is equal to 0. When this happens, the lamp icon (20) appears, but does not blink (screen J).

You can monitor your usage on the touch screen at any time.

The optic cartridge should not be changed before the E>One asks you to do so. You will no longer be able to reuse a cartridge that has been changed earlier than needed.

## STEP 2

• Before turning off and unplugging your device, **you must wait for the fan located inside the applicator to stop operating completely** (this may take several minutes). This procedure enables the optical parts of the applicator to cool down; **the other fans located inside the base of the E>One Clinic, will only stop once the device is unplugged.**

## STEP 3

- Turn off the device
- Unplug the power cord from the device

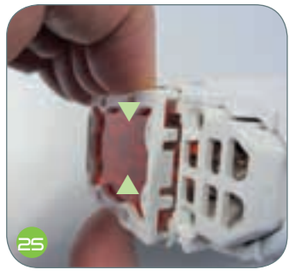
## STEP 4

EXTRACTING THE CARTRIDGE (the video is available on your personal client page)

- Take the applicator and press simultaneously on the 2 locking tabs of the mobile head (23), and remove it.
- Once the mobile head is removed, the optic cartridge with filter presents itself in the applicator (24).
- Remove the cartridge from the applicator: strongly pinch the filter support (25) and pull (26). The optic cartridge with filter now appears (27) ; it is imperative to only hold the plastic parts.

**The filter must never be separated from its optic cartridge.**

*The explanation of the different parts of the applicator can be found on page 13*



# CHANGING THE optic CARTRIDGE

## STEP 5

INSERTING A NEW CARTRIDGE (video available on your personal client page)

• Take the new optic cartridge and check the direction for inserting this new cartridge.

• Align the optic cartridge with the applicator with the help of the red dots (28).

**Note:** The cartridges are not symmetrical, so they must be inserted in a specific way, and certainly not any other way. To help find your way, a red dot indicates the part underneath the cartridge. This dot must be oriented to match the side of the applicator that contains a ventilation grid, which is also marked by a red dot. You must therefore align the 2 red dots.

• Push it into the slide way of the applicator by pressing on both sides (29), so as to ensure that it is properly maintained (30).

• Re-attach the mobile part of the applicator by pressing simultaneously on the locking tabs of the mobile head (31) making sure to align the internal red dot on the head with the red dot on the applicator.

• After attaching the cartridge, you must make sure that it is positioned correctly: it must be aligned to the fix part of the applicator (32).

If this is not the case (if it overtakes by more than 2 mm), it means that the cartridge was inserted incorrectly: you must take it out and check that:

28

29

30

31

32

33

- The red dots are aligned (28)
- You have not twisted the electrodes (33)

If you have twisted the electrodes, do not insert your optic cartridge in your e-One as it may cause serious damage to your device. You will need to send us back the damaged cartridge and order another one.

**Precautions:** During the entire procedure of changing the cartridge, you must under no circumstance touch:
- the electrodes of the tube (34)

If you accidentally touch the tube or its reflector, we urge you to send us back your cartridge to proceed to an exchange.

## STEP 6

• Before repositioning the mobile head of the applicator, you must always clean the filter (located directly on the optic cartridge) with the spray clean, but use it only on its **accessible surface. It is strictly forbidden to spray clean directly on the filter.** It must be sprayed beforehand on a clean, dry cloth, and it is this cloth, which must be used to clean the accessible surface of the filter.

## STEP 7

• Re-attach the mobile head by pressing delicately as indicated on image to the right (36).

34

35

36

## STEP 8

### SPECIAL CASE OF THE e-One clinic rc and rc multi

**There is <u>no need to enter any code</u> when you change the optic cartridge.**

• When the number of flashes expires

- You must order an optic cartridge (delivered with its activation card).
- You must send send us back your used cartridge and your old activation card (this is free of charge thanks to return voucher available in the package containing your new optic cartridge and its activation card).

The warranty does not cover improper handling. We therefore recommend you to be very attentive to the procedure to follow.

### SPECIAL CASE OF THE e-One clinic access and sc

**In this case, it is <u>compulsory to enter new activation codes</u> every time you change the optic cartridge.**

• Plug in your device. The screen is black.

• Touch anywhere on the screen.

When changing the optic, cartridge, once the new cartridge is inserted, you must press on the icon representing the lamp (20). Figures 1 and 2 (21) correspond to the 2 successive activation codes that need to be entered to activate the new cartridge.

- The number 1 appears (screen K). With the help of the navigation icons (12), enter the first 5 digits code provided. This enables you to change the digit in each box and to move from one section to another. Once the entire code is entered, you must validate with the icon (14).

- The number 2 appears (screen L). With the help of the navigation icons (12), in the same way as above, enter the second 5 digits code and validate (icon 14).

- Switch the unit off and switch it back on.

If the codes are correct, the current menu will be displayed again as well as the number of flash credit.
If the codes are wrong, an error message will be displayed (error message no. 11 or 12 depending on the scenario; please refer to page 52 for their meanings) and the warning icon (17) will blink. In each case you must proceed to entering the full code. You must click on the validation icon (14) to proceed again to entering the 2 successive codes completely.

**The cartridge codes** will be provided with the shipment of your order. They will be accessible from your personal client space. To do this, go to www.e-swin.com, enter your username and password and validate them. You then gain access to your home page. Click on the "Optic cartridge activation codes". If you are changing the cartridge for the first time, you must first validate the conditions of acquisition of the codes, by clicking on "I have read and considered the above information." You will then be able to click on the serial number, which corresponds to that of the new cartridge. A message will pop-up: it provides the activation code 1 and activation code 2, it confirms that a copy of these codes have been sent to you via email for safekeeping, and that you can also find this email in the "My Messages" section in your customer account. These activation codes are unique, they reflect the serial number of your machine and will not work on another e-One.

## CHANGING THE e-One optic CARTRIDGE OUTSIDE THE NORMAL PROCEDURE

You may need to have to change the cartridge before the expiration of the number of flashes initially planned, when, for example, a tube has been broken, or is not working anymore ...
For any change of optical cartridge outside the normal procedure, please strictly refer to the instructions given by our technical department.



**WARNING: It is strictly prohibited to make any modification of any kind to your e-One.**

**Only our technical department is authorised to ask you to change the optic cartridge outside the normal procedure. Any change of optic cartridge and/or inserting new cartridge codes without being instructed by our technical team, will result in the irreversible loss of the remaining number of flashes on your optic cartridge; you will then need to buy a new optic cartridge.**

# RETURNING THE USED optic CARTRIDGE (FRANCE ONLY)

**To preserve the environment, we recommend that you use the packaging of the optic cartridge to send us back the used cartridge.**

## STEP 1

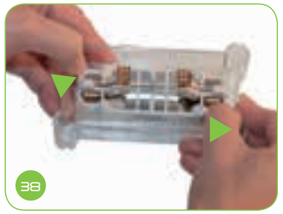
### RECEIVING THE NEW CARTRIDGE AND UNPACKING

**When unpacking the new optic, cartridge, you must keep all the elements that will allow you to send us back your used cartridge safely and for free (refer to step 2 for more details).**

To remove the new optic cartridge from its plastic case, you must first break the breakable clips that hold the cartridge in its case.

To do this, once you open the plastic case (image 37), you must place each of your thumbs on the 2 clips and exert lateral pressure towards the outside of the case (image 38) in order to break the clips.

You can now remove the new optic cartridge from its case.




## STEP 2

### KEEPING THE ELEMENTS AT THE TIME YOU RECEIVE YOUR NEW CARTRIDGE.

When you receive the new optic cartridge, you must keep the following items:

- the transparent plastic case and its lid
- the 2 white foam paddings of the cartridge case.
- the 2 cardboard boxes:
  - The optic box
  - The brown strengthened cardboard box

You also have at your disposal:

- 2 sealing self-adhesive labels (stickers)
- the self-adhesive Colissimo prepaid return voucher

## STEP 3

### HOW TO PACK THE USED CARTRIDGE

- Collect the used cartridge and place it inside the transparent plastic case (image 39), then close it with the help of its plastic cover (image 40).
- Stick each of the 2 sealing stickers on either side of the case, so that each sticker covers the joint between the case and its cover (image 41).
- Take the 2 white foam paddings of the cartridge case and place them on either side of the plastic case, by completely propping them between these 2 foam paddings.
- Place the case in the optic box (image 42).
- Then place the optic cardboard box inside the brown strengthened cardboard box (image 43).

## STEP 4

### PREPARING FOR DISPATCH

- Close the brown box making sure to firmly scotch tape either side of the flaps (image 44).
- Stick the self-adhesive Colissimo prepaid return voucher on the brown cardboard box (image 45).

Your package is ready to be dispatched. You just need to drop it off at any post office.

## SOFTWARE OPTIONS

**• PIN code**

It is possible to secure your E-One by entering a PIN code. As long as a specific PIN code has not been entered, a red bar will appear on the lock icon (16). This means that the device is not locked; there is no code to enter.
By default, the PIN code is 0000. If you do not act on the PIN code, you will not be asked for one each time you turn on the device. If, on the other hand, you change the default PIN code (0000), you will need to enter the new PIN code each time you restart the E-One.

To change the PIN code, you must:

- Click the on lock icon (16). The number 1, located next to the lamp icon (20) will blink: you must therefore enter the 1st code.
- Enter the PIN code (4 digits) with the help of the browsing icons (12). They enable you to change the digit of each segment (vertical arrows) and to move from one segment to another (horizontal arrows). Once the 4 digits of the code are entered, validate them by clicking on icon (14). The number 2, located next to icon (20) will blink: you must enter the second code.
- Enter your code a second time (confirmation entry) and revalidate (validation icon 14).

When the input is completed, you will automatically go back to the previous menu.
However, if the second code entered is different from the first code, the warning icon (17) will blink and the error message no.14 will be displayed. You must therefore press the validation icon (14), and redo the entire procedure (enter the PIN code, then re-enter the same PIN code for confirmation).
Following this procedure, each time you start up your device, you will be asked to enter the PIN code. The unlock icon (16) blinks (it is no longer crossed out by a red line). You must enter the PIN code (only once). If the code is correct, the safety icons will be displayed. If the code is erroneous, the warning icon (17) will blink and the error message no.13 will be displayed.

• Disabling the PIN code is possible only when the E-One is already running, i.e. the PIN code you want to change has already been entered at start-up. You must then click once on the unlock icon (16), and enter the PIN code 1 only once.

• Modifying an existing PIN code, while a former code already exists, is possible but only when E-One is already running, i.e. the PIN you want to change has already been entered at start-up. You must therefore click once on the lock icon (16) and enter the current code once, then validate it (validation icon 14). The device is unlocked; the oblique red line appears the lock icon (16). It is then possible to enter a new PIN code by following the same steps as those described previously.

• If you have mistakenly selected the lock icon (16), and that you do not wish to enter a personalised PIN code, click on the go back icon (13).

**IMPORTANT :**
If you cannot remember the PIN code you have entered, you must send us back your E-One so that our technical department can unlock your device. This service is not included in the warranty; you will therefore be billed for it.

**• Beep keys**

By default, the “Beep keys” are activated but it is possible to disable it. This is why we recommend that you choose a simple PIN code that you can remember, but you will also need to write it down somewhere else.

E-One

# PROHIBITED HANDLING

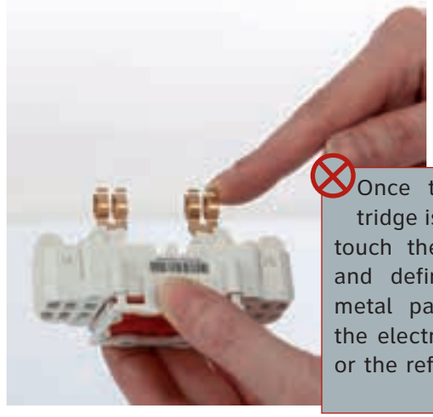
## HERE IN A (non exhaustive) LIST OF SOME ACTIONS THAT ARE PROHIBITED WHEN USING YOUR E-One

These actions are prohibited because they endanger you or may damage your device in an irreversible way.

Do not cover or block the ventilation grid located on the applicator, with your hands or in any manner whatsoever.

Do not to block the ventilation grid located on the upper part by covering the base of the E-One with a cloth.

Do not place the base of the E-One on a soft surface (such as a bed) as it will lead to a possible obstruction of the lower ventilation grid.



Once the optic cartridge is exposed, only touch the plastic parts and definitely not the metal parts, the lamp, the electrodes, the tube or the reflector.

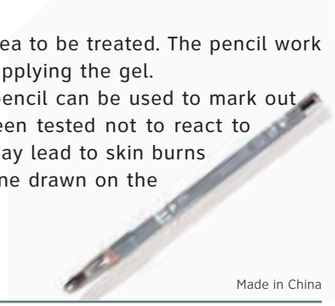
Never attempt to disassemble the applicator.

**Do not attempt to open your E-One device: all interventions must be carried out by people duly authorised by the manufacturer.**

**Note: Unlike the fans located inside the applicator, the other ones located inside the base of E-One, will only stop once the device is unplugged.**

# USING THE ACCESSORIES

It is used to mark out the area to be treated. The pencil work must be completed before applying the gel.
**Important Note:** Only this pencil can be used to mark out the areas to flash. It has been tested not to react to the flashes. Other pencils may lead to skin burns if the flash is used on the line drawn on the skin.



## pen

Made in China

It should be stored at room temperature. It is used in thick layer and is applied gradually as the session progresses so that it does not dry on the skin. Once used on the skin and flashed, the gel should under no circumstance be collected and reused on another area. A gel that has been flashed is likely to lead to an alteration of its optical characteristics. At the end of the session, it must be removed from the surface of the skin with a wet towel or by taking a shower.
It should be from the optical parts and from the mobile part of the applicator with the help of a slightly damp cloth followed by the spray clean.

*Active Ingredients:*
*Methylisothiazolinone and Methylchloroisothiazolinone (MCI/MI ). Their quantity, in regards to the 3:1 ratio, is 0.0008 %. Does not any contain formic aldehyde. Keep away from light - External use only. Do not use on injured, burnt or infected skin.*

## gel

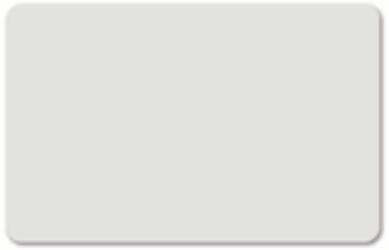
Made in Europe

They must be worn by all those present at the time of the flash. They enable you to mark out the areas that must never be flashed (example: eyelashes, eyebrows...)

## mask

Made in China

This plate is made from a material that is resistant to flashes. It enables you to cover an area on which the flash must not be used (e.g. tattoo). The glass tip of the applicator (optical guide) can also be placed in the middle between the stop and the skin.



## stop

Made in France

It is used to clean and maintain:
- the optical parts of the mobile head of the applicator :
  - external optical parts: spray directly and wipe with a dry cotton cloth
  - internal optical parts: never spray directly on the internal optical parts. Take a dry cotton cloth and spray on the cloth, and then clean the filter (flat red part made of glass) with this dampened cloth. Finish cleaning with a dry part of the cloth.

The spray must only be used once the device is unplugged and the optical parts have cooled down.

If you intervene after using the E-One, you must wait for the fan of the applicator to come to a complete stop before unplugging the base. This enables, among other things, the optical parts to cool down properly.

- The device's touchscreen: Never spray directly on the touchscreen. Take a dry cotton cloth and spray on the cloth, and then wipe the screen with this dampened cloth. Finish cleaning with a dry part of the cloth.

## clean

Made in France

These self-adhesive patches are used to cover the small areas that must not be flashed (e.g. moles). They must be placed after shaving and before applying the gel. It is then possible to flash any area without having to worry about moles. The patches will be removed at the end of the session.

## patches

Made in France

These stencils are used to mark off the areas that must not be flashed in order to keep hair in fun shapes in certain areas. They must be placed after shaving completely and after applying the gel. The presence of the gel maintains these stencils in place. It is possible to flash in the middle between the edge of the stencil and the skin so as to have a clear delineation of the contours of the desired form.

## fun (option)

Made in France

You can find all these products on our website www.e-swin.com

# MAINTE NANCE

Check that your E-One is unplugged when you are undertaking its maintenance.
If you intervene after using E-One, you must wait for the fan of the device to come to a complete stop before unplugging the base. This enables, among other things, the optical parts to cool down properly.
**Note: Unlike the fans located inside the applicator, the ones located inside the base of E-One only stops when the device is unplugged.**

## BASE

**• Plastic parts**
All plastic parts of the E-One must be cleaned with a clean cloth, dampened with water (without any additives).

**• Touchscreen**
The screen must be cleaned with a clean cloth that has been dampened with clean (never spray clean directly on the touch screen).

**• Power cord**
Check its perfect condition (must not be pinched or crushed, no bare wires). Clean with a cloth that has been dampened with water (without any additives).

## APPLICATOR

**• Mobile Head**
Cleaning the optical parts (internal and external) of the mobile head with the spray clean before and after each use maintains your E-One's effectiveness. Never spray clean directly on its optic cartridge or its filter.

**• Body of the applicator**
All plastic parts of the applicator must be cleaned with clean cloth that has been dampened with water (without any additives).

Be careful not to drop liquid into the ventilation grid located on the lower casing.

## BASE CABLE TO APPLICATOR

This cable must always stay clean without any visible impairment. You must never bend it strongly or get it stuck. If in doubt about the cable's condition, you must stop using your" E-One immediately.

## THE AIR VENTS OF THE BASE AND THE APPLICATOR

The applicator and the base are ventilated. The grids are found on both the applicator and the base, on its lower and upper back part. You must check that all of these grids are clean and that there are no elements likely to clog them.

## STORAGE

• Store your E-One and its accessories in its box.

• Place your E-One in a room where the room temperature does not exceed 25°C for immediate use, away from excessive moisture (e.g. bathroom) and in a place where it cannot be subjected to vibrations (e.g. placed on a washing machine)

• If the device suffers from an impact, it will be necessary to check the optical parts in their entirety.

• Any visible damage to the optical parts: filter (flat red part made of glass), optical guide, tube, etc. must lead to an immediate cessation of use of the device.

REMINDER:
**Storage temperature: -5 ° C to + 65 ° C**
**Storage temperature for immediate use: +5 ° C to +25 ° C Use and store in a place where the relative humidity is under 93 %**

# MARKINGS

## DEVICE FEATURES

| | |
|---|---|
| REF : E>One clinic | Reference of the hair removal device E>One (Clinic Access, SC, RC and RC Multi) |
| Numéro de série SN ..... | Unique serial number of your E>One |
| E SWIN 5, de la Noue road 78113 Adainville 2013 | Year of manufacture of your device and address of the manufacturer |
| CE 0499 | Medical device satisfying the requirements of the European Directive 93/42, certified by an independent body |
| IP 2X | Device protected against solid foreign body of 12.5 mm in diameter or more (IP rating) |
| | Functional earth terminal |
| | Logo corresponding to a degree of protection against electric shock for parts that are applied onto the patient (Part to be applied – Type BF) |
| | Class II Medical device |

## USING THE DEVICE

| | |
|---|---|
| | Device must be used indoors |
| | Keep the device dry |
| | Keep away from light and heat |
| | It is compulsory to refer to the instructions in the user manual |
| 100 - 240 V~ 50-60 Hz 240 VA | Operating conditions (supply voltage (alternating Current), frequency of the mains voltage, power) |
| | Warning, dangerous voltage device |

## USING THE DEVICE

**Recycling and treatment:**

Instructions for treatment of used products: the WEEE (Waste of Electrical and Electronic Equipment) Directive 2020/96/CE has been implemented to ensure that the products are recycled by using the best available techniques for treatment, recovery and recycling, and thus to contribute to the protection of the environment and human health.

Your product has been designed and manufactured with components and high quality materials that can be recycled and reused.

E-Swin SAS is affiliated to an eco organisation that is responsible for collecting and processing of end-of-life products. Do not dispose of your old product in your ordinary trash bag for domestic waste. Please keep informed about local structures in place for the selective collection of electrical and electronic appliances marked by this symbol.

Please choose one of the following treatment options:

- Drop off the entire product (including its cables and accessories) at the designated WEEE collection points provided for his purpose.
- If you purchase a new replacement product, please send back your old product to E-SWIN SAS in its original dispatch packaging

# ERROR MESSAGES

**In addition to its own number (see table below), each error message is notified by the blinking of the warning icon (17).**

| Screen Display | Meaning | What to do? |
|---|---|---|
| 01 | No flash detected | Contact our technical department. Visit your customer page at www.e-swin.com* and click on “Contact Us and After Sales Service”. |
| 02 | The device does not detect the optic cartridge | Insert the new optic cartridge by carefully following the handling and access instructions (optic cartridge code) |
| 03<br>04<br>05<br>08 | Your device is blocked | Unplug your device and plug it back (follow instructions on page 29)<br>If the problem persists, contact our technical department by visiting your customer page at www.e-swin.com* and clicking on “Contact Us and After Sales Service”. |
| 06 (and blinking of the temperature icon 19) | Temporary blocking | Wait for the procedure that cools down the optical parts of the applicator to finish. |
| 10 (and blinking of the icon that detects the activation card 18) | Loss of connection with the activation card (E-One clinic RC and RC multi only). | Check that the activation card is present and running smoothly. You just need to place it back on it (see page 28) |
| 11 | You have inserted the wrong activation code for the optic cartridge (wrong code) | Follow the instructions on how to enter codes (see pages 40 & 41) |
| 12 | You have inserted the wrong activation code for the optic cartridge (code already used) | Follow the instructions on how to enter codes (see pages 40 & 41) |
| 13 | You have inserted the wrong PIN code (when you started the device, the PIN code entered is not identical to the one previously recorded) | Contact our technical department. Visit your customer page at www.e- swin.com* and click on “Contact Us and After Sales Service”. |
| 14 | You have inserted the wrong PIN code (the 2 consecutive PIN codes entered are not identical) | Follow the instructions on how to enter codes (see pages 40 & 41) |



# STANDARDS

## CERTIFICATIONS

E-SWIN SAS, the company that is the exclusive manufacturer of the device E-One has been awarded an ISO 9001 and ISO 13485 certification.

## COMPLIANCE

E-Swin declares that the E-One complies with the essential requirements of Directive 93/42/EEC, Annex II, Article 3 and has the CE mark under the responsibility of the SNCH.

This device therefore complies with the requirements and standards: EN 60601-1, EN 60601-1-2, EN 60601-1-8.

The CE certification is available at www.e-swin.com

## PRECAUTIONS FOR USE

Never let either the base or the applicator come into contact with water. Never open the base or the applicator as you could be exposed to high voltage. Never use optic cartridges and accessories other than those designated and sold for E-One and by E-SWIN SAS.

## ENVIRONMENTAL PROTECTION

Please comply with local regulations when disposing of packaging and consumables. Wherever possible, try to promote recycling.

# SHOWROOM

## PARIS - FRANCE

E>One devices and their accessories are also available in our showroom

Address:
34, Brunel Road
75017 Paris
+33 1 45 74 22 22



# WARRANTY CONDITIONS

Your product is guaranteed for personal home use for a period of two years.

Any connection error, handling error, any use other than for hair removal treatment and in a general way, any other use outside the conditions described in this manual will void the warranty.

E-SWIN SAS will not be held responsible for any accident that may occur due to improper use or non-compliance with the prescriptions of the present manual or the various information provided through the labelling or the touchscreen of the E>One.

The manufacturer's two-year warranty will cover parts and labour only if the device is returned with all its elements in its original packaging.

You must keep the whole original packaging in which your E>One has been delivered to you.

version 1.1 [03.01.2014]
PLAZ-1312-042_00

For all after-sales and spare parts questions,
please visit our website www.e-swin.com.

E-SWIN
5, de la Noue road
78 113 Adainville
FRANCE

CE 0499
2013